- **VPIM support and Multimedia clients are not interdependent**. The Multimedia clients can be installed and exchange native audio and video mail with each other without any interaction with a phone server through VPIM. The VPIM support must be enabled if you want to send and receive VPIM messages from your desktop with telephone users, but the client record and playback pieces are not dependent on VPIM being enabled. Also, the Exchange server can have VPIM support enabled without the clients being multimedia enabled; the clients would not be able to compose or play back messages to/from telephone users on a VPIM server, but the Exchange server can correctly process the messages regardless.

- **Access to the client download can be controlled**. The URL for download (http://servername/exchweb/bin/) is a virtual directory on IIS. Access to this directory can be restricted to whatever users or groups the administrator would like. Also, SMS can be used to push the client bits down to particular machines. A logon script or client profiles can be used to install the client pieces as well. Finally, in a very locked down environment administrators can restrict the ability to affect the registry; thus even if someone found the Exchange Server CD, they can be prevented from registering the necessary DLLs on their machine.

- **Interoperability between our multimedia clients and "downlevel" clients**. Audio and/or video messages created by multimedia clients can be correctly rendered by Outlook 2000 and OWA clients without the multimedia bits installed; the asfs appear as attachments rather than inline in the message, but the content is not lost. The same is true with Outlook 98/97, Capone (the old "exchange" client), OWA in Exchange 5.5, Outlook Express, Eudora, Netscape Navigator, etc. All of these clients can listen to and view the multimedia content using Windows Media Player, etc.; it just won't appear in temporal and spatial order as it does with the multimedia clients.

- **Outlook Fax support is inbound only**. VPIM clients and servers can create and send messages containing faxes. If VPIM support is enabled on the Exchange server, then a VPIM message containing a fax will be converted and the fax will appear as an attachment. It will appear the same at the desktop whether or not our multimedia client pieces are installed. However, neither the multimedia clients nor the "downlevel" clients support creation of faxes at the desktop.

- **Single-instance Storage is different from FW/Reply behavior**. If a user sends a multimedia message to many users (or an external VPIM message is received and it's addressed to many internal users), Exchange maintains one copy of the message on every server that houses a mailbox which received that message. That's a little confusing, so here's an example. User A is on Exchange server 1; users B and C are on server 2; user D is on server 3. A message sent to users A and B will reside on servers 1 and 2. However, a message sent to users A/B/C will reside on servers 1 and 2. Server 2 only has one copy of the message for both users on that server (B and C). Now, if user B forwards that message to user D, the first message resides on servers 1 and

2; the NEW forwarded message resides on server 2 and 3 (it's in the sent items of user B, remember). The actual copy of the data between the original message and the new forwarded message is done on server 2, so a large audio or video asf will not have to be copied down to user B's computer and back up to the server, which does save time and bandwidth. So single instancing does work, but it's on a per-message/per-server basis.

- **The audio and/or video can be saved just like any other attachment, even though it appears as buttons and a player/recorder**. Just click on the paper clip icon in preview pane, or file > save attachments from the menu.

- **Interoperability of Web Client and Outlook 2000 client with our bits installed**. This actually took a great deal of work and is a coup: that both the Premier client for Exchange 2000 (Outlook 2000) and the light but feature-rich client (Web Client 2000) both look and feel the same, and can exchange audio, video and text seamlessly.

- **The need for 3rd-party servers**. If someone wants their calls (or faxes) picked up, packaged into VPIM messages, and delivered to their inbox, they'll need a VPIM-supporting voice server to do so. See the conformance document or website.